



## MEMORANDUM

TO: Telecommunications Coordinators

FROM: Frank Cavallaro, Manager *F.C.*  
Bureau of Communication and Computer Services

DATE: January 16, 2003

SUBJECT: Voice Order and Maintenance Training

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The Central Management Services (CMS) Division of Telecommunications will be conducting voice order and maintenance training sessions in Chicago and Springfield on the following dates and times:

**Basic Training**

Wednesday, April 2, 2003  
9 a.m. - 12 p.m.  
Capital City Center  
130 W. Mason  
Springfield, IL

**Basic Training**

Wednesday, April 23, 2003  
1:00 p.m. - 4:00 p.m.  
James R. Thompson Center  
2<sup>nd</sup> Floor Training Center  
100 West Randolph Street  
Chicago, IL

**Advanced Training**

Wednesday, April 16, 2003  
9 a.m. - 12 p.m.  
Capital City Center  
130 W. Mason  
Springfield, IL

**Advanced Training**

Thursday, April 24, 2003  
9:00 a.m. - 12:00 p.m.  
James R. Thompson Center  
2<sup>nd</sup> Floor Training Center  
100 West Randolph Street  
Chicago, IL

The training sessions will instruct coordinators on the completion of a Telecommunications Service Request (TSR) and will also provide guidance on using the Management of Network Income Expense Services (MONIES) system to check the status of voice orders and bills. Additionally, each session will review the following content:

- ❖ Voice order processing structure and contacts
- ❖ Detailed listing of equipment types and catalog codes
- ❖ MONIES inventory module
- ❖ MONIES billing module
- ❖ AU module
- ❖ Orders module
- ❖ Telephone units
- ❖ Repair and maintenance procedures

Please note that all registrants must have their own RACF ID and MONIES ID and should have previously accessed MONIES from their office. If you need to establish a RACF ID, contact your agency Data Processing Coordinator. If you need to establish a MONIES password or need assistance with connectivity, please contact Dana Funk, MONIES Administrator, at (217) 785-1930, two weeks in advance of your class. Please enroll 10 days in advance of your selected class by contacting Ellen Moss at (217) 782-9505 or e-mail at [ellen\\_moss@cms.state.il.us](mailto:ellen_moss@cms.state.il.us).